SMH5-FM

Bluetooth® Headset & Intercom with built-in FM tuner for Scooters and Motorcycles

SENA

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User's Guide

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1. INTRODUCTION

Thank you for choosing the Sena SMH5-FM, Bluetooth Stereo Headset and Intercom for scooters and motorcycles. With the SMH5-FM, you can call handsfree on your Bluetooth mobile phone, listen to stereo music or voice instructions of GPS navigation by Bluetooth wirelessly, and have intercom conversations in full duplex with a passenger or other riders.

The SMH5-FM is compliant with the Bluetooth Specification 3.0 supporting the following profiles: Headset Profile, Hands-Free Profile (HFP), Advanced Audio Distribution Profile (A2DP), and Audio Video Remote Control Profile (AVRCP). Please check with the manufacturers of other devices to determine their compatibility with this headset.

Please read this user's guide carefully before using the headset. Also check **www.sena.com** for the latest version of the user's guide and additional information related to Sena Bluetooth products.

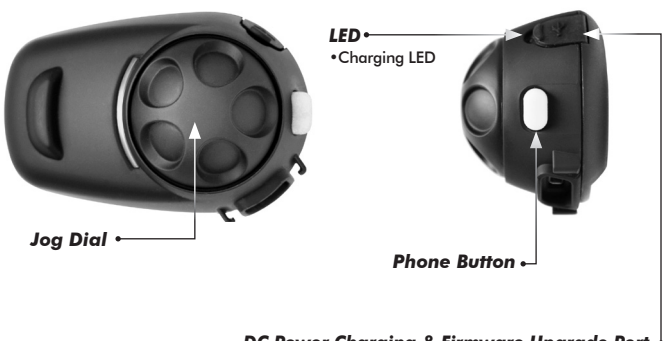
The SMH5-FM features:
- Bluetooth handsfree for Bluetooth mobile phones
- Bluetooth stereo headset for Bluetooth stereo devices such as MP3 players
- Bluetooth stereo headset for Bluetooth GPS navigations
- Bluetooth intercom up to 700 meters (760 yards)*
- Built-in FM radio tuner with station scan and save function
- Multi-pair Bluetooth intercom to pair with 3 other headsets
- Firmware upgradeable
- Universal Intercom™
- Multipoint Bluetooth for dual mobile phone
- Speed Dialing
- Sidetone
- Advanced Noise Control™

Key Specifications:
- Bluetooth 3.0
- Supporting profiles: Headset Profile, Hands-Free Profile (HFP), Advanced Audio Distribution Profile (A2DP), Audio Video Remote Control Profile (AVRCP)

* in open terrain

2. PACKAGE CONTENTS

- ***Headset Main Unit***



- ***Clamp Unit***

- ***Helmet Speakers***

- ***Microphone***
  - ***Open-face Helmet Kit***
    - ***Attachable Boom Microphone***

    - ***Velcro Pad for Boom Microphone***

    - ***Attachable Boom Microphone Holder***

    - ***Attachable Boom Microphone Holder***

    - ***Microphone Sponges***

- Full-face Helmet Kit

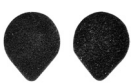
- ***Wired Microphone***

- ***Velcro Pads for Wired Microphone***

- ***USB Power & Data Cable***

- ***Glued Surface Mounting Plate***

- ***Velcro Pads for Speakers***

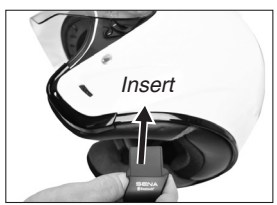


- ***Speaker Pads***

- ***Allen Wrench***

3. INSTALLING THE SMH5-FM ON YOUR HELMET

1. Loosen the two screws on the back plate of the clamp using the enclosed Allen Wrench. Insert the back plate of the clamp unit between the internal padding and external shell of the helmet, and tighten the two screws.

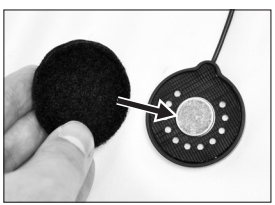


2. Attach the headset main unit to the clamp. Insert the main unit in the clamp until you feel the click that signals a secure attachment.

3. If you have any problem mounting the clamp unit on the helmet for any reason, you may use the glued surface mounting plate which can be attached to the external surface of the helmet.
   - Locate a proper surface on the helmet to attach the unit, clean the helmet surface location with a moistened towel, and allow to dry thoroughly.
   - Peel off the cover of the adhesive tape of the plate and attach the unit on the proper surface of your helmet.

Note:
Sena recommends the clamp unit over the glued surface mounting plate. Even though the glued surface mounting plate is provided for convenience, Sena does not assume any responsibility for use of it. Users may have to use the glued plate at their own risk and responsibility.

4. Place the helmet speakers along with the velcro pads, centered to your ear, in the ear pockets of the helmet. If the helmet has deep ear pockets, you can use the speaker pads to place the speakers closer to your ears.

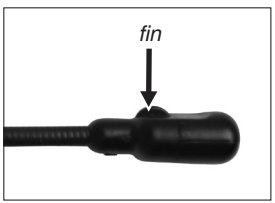


5. Attach the boom microphone included in the “Basic Kit” between the internal padding and the external shell. The boom microphone should be mounted on the inside surface of the external shell so it is facing properly towards your mouth. Please make sure that the microphone is located close to your mouth when you wear the helmet.

You can use the enclosed velcro pad and holder for the boom microphone to ensure secure placement.

In the case of the wired microphone included in the “Full-face Helmet Kit”, attach the enclosed velcro pad for wired microphone to the inside of the chin guard for full-face helmets. Place the wired microphone on the velcro pad and attach it to the connector of the speaker cable.

6. When you use the boom microphone included in the “Basic Kit”, please make sure that the fin side of the microphone is facing outward; away from your lips. You can easily recognize it by touching the fin with your fingers.



7. To remove the headset main unit from the clamp, please make sure to pull out the speaker cable connector from the main unit first. Then, remove the main unit from the clamp.

Note:
Insert the speaker cable connector into the main unit and push the connector cover down to lock the connector in place.

4. POWERING ON/OFF AND CHARGING

To power on and off the headset, you don't need to press and hold any button for several seconds. Just short press the Jog Dial and the Phone Button simultaneously, and you will get quick on-and-off convenience.

4.1 Powering On

Press the Jog Dial and the Phone Button at the same time for about 1 second to power on. The blue LED turns on and you will hear ascending beeps.

4.2 Powering Off

Just short press the Jog Dial and the Phone Button simultaneously, you don't need to press and hold for a few seconds. The red LED turns on for a while until it turns off completely and you will hear descending beeps.

4.3 Charging

- To charge the SMH5-FM, use the USB Power Cable included in the package by plugging into computer's USB port or USB wall charger. USB wall charger is not included in the package, but you can use any USB wall charger in the market.*

- The USB Power Cable is also used for firmware upgrade of the SMH5-FM.
- You can use any of the standard Micro-USB cables which is mostly adopted by smartphones and general Bluetooth headsets manufacturers.
- The Charging LED beside the charging port turns on red while charging, and turns to blue when the headset is fully charged. It takes about 2.5 hours to be fully charged.
- You can use the SMH5-FM while charging. It is especially helpful when you use a cigarette charger for a long road trip.
- A cigarette charger for the SMH5-FM is separately available as an optional accessory but you can use any micro-USB car charger in the market.

4.4 Low Battery Warning

When the battery is low, the blinking blue LED in stand-by mode turns to red and you will hear mid-tone triple beeps and a voice prompt saying **"Low battery"**.

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*please contact Sena regarding locally approved agencies Sena accepts.

5. CHECKING THE BATTERY LEVEL

You can check the battery level in two different ways when the headset is powering on.

5.1 LED Indicator

When the headset is powering on, the red LED flashes rapidly indicating the battery level.

4 flashes = High, 70~100%
3 flashes = Medium, 30~70%
2 flashes = Low, 0~30%

5.2 Voice Prompt Indicator

When you power on the headset, keep pressing the Jog Dial and Phone Button simultaneously for about 3 seconds until you hear three high tone beeps. Then you will hear a voice prompt indicating the battery level. However, if you release the buttons as soon as the headset turns on, you will not hear the voice prompt for the battery level.

6. PAIRING THE SMH5-FM WITH BLUETOOTH DEVICES

Before using the SMH5-FM Bluetooth headset with any of Bluetooth devices for the first time, you need to do the pairing operation. It can be paired with Bluetooth mobile phones, Bluetooth stereo devices such as MP3, or motorcycle specific Bluetooth GPS, and with other Sena Bluetooth headsets. This pairing operation is only required once for each Bluetooth device, and the headset will remain paired with the devices and automatically connects to the paired devices again when they are within range. You will hear a high tone single beep and a voice prompt when the headset connects to the paired device automatically: **"Phone connected"** to a mobile phone, **"Media connected"** to a Bluetooth stereo device.

6.1 Mobile Phone Pairing

6.1.1 Mobile Phone Pairing

1. Turn on the SMH5-FM and press the Phone Button for 5 seconds until the LED flashes red and blue alternately and you hear multiple beeps. You will hear a voice prompt saying **"Phone pairing"**.
2. Search for Bluetooth devices on your mobile phone. Select the Sena SMH5-FM in the list of the devices detected on the mobile phone.
3. Enter 0000 for the PIN. Some mobile phones may not ask for the PIN.
4. The mobile phone confirms that pairing has completed and the SMH5-FM is ready to use. You will hear a voice prompt saying **"Your headset is paired"**.
5. If the pairing process is not completed within three minutes, the SMH5-FM will return to stand-by mode.

6.1.2 Multipoint Mobile Phones Pairing

You can simultaneously use two mobile phones which use the mobile phone profile.

1. You can pair the first mobile phone to the SMH5-FM by following the simple procedures in "6.1.1 Mobile Phone Pairing".
2. To pair the second mobile phone, press the Jog Dial for 5 seconds again until the red LED is rapidly flashing and you hear multiple beeps.
3. Within 2 seconds, tap the Phone Button again, then the LED turns to blue flashing and the beeps turn to high tone double beeps. You will hear a voice prompt saying **"Multipoint pairing"**.
4. Search for Bluetooth devices on your mobile phone. Select the Sena SMH5-FM in the list of the devices detected on the mobile phone.

5. Enter 0000 for the PIN. Some mobile phones may not ask for the PIN.
6. The mobile phone confirms that pairing has completed and the SMH5-FM is ready to use. You will hear a voice prompt saying **"Your headset is paired"**.

6.2 Bluetooth Stereo Device Pairing

1. If the Bluetooth stereo device is integrated with the mobile phone such as smartphones, you don't need to pair the SMH5-FM with it separately. When the SMH5-FM is paired with the mobile phone, it is also paired as a stereo music device.
2. If you have a stand alone Bluetooth stereo device, follow the pairing procedure separately. The procedure is the same as the procedure of "6.1 Mobile phone pairing".

Note:

1. *If Bluetooth connection between the headset and a mobile phone is disconnected, tap the Phone Button to recover the Bluetooth connection immediately.*
2. *If Bluetooth connection between the headset and a media player is disconnected, press the Jog Dial for 1 second to recover the Bluetooth connection and play.*

6.3 Bluetooth GPS Navigation Pairing

You can listen to voice instruction from Bluetooth GPS navigation. Some GPS systems use mobile phone profile (HFP, Hands-Free Profile) and others use stereo music profile (A2DP, Advanced Audio Distribution Profile). Most motorcycle specific GPS systems use mobile phone profile for turn-by-turn voice instruction. You can simultaneously use a mobile phone and a GPS which uses mobile phone profile by one of the following procedures.

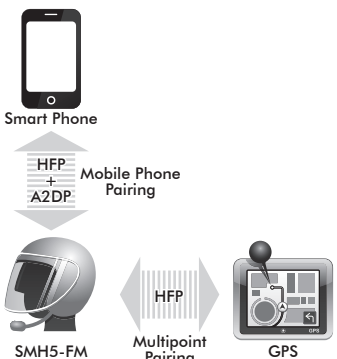
6.3.1 Multipoint GPS Pairing

If you use GPS only for turn-by-turn voice instructions, not for Bluetooth stereo music streaming, multipoint pairing is recommended for the GPS connection. Multipoint Bluetooth pairing allows the SMH5-FM to connect two HFP devices at the same time: mobile phone and GPS navigation. Follow the steps below to pair the GPS using the multipoint pairing.

1. Turn on the headset and press the Jog Dial for 5 seconds until the red LED is rapidly flashing and you hear multiple beeps.
2. Within 2 seconds, tap the Phone Button again, then the LED turns to blue flashing and the beeps turn to high tone double beeps. You will hear a voice prompt saying **"Multipoint pairing"**.
3. Search for Bluetooth devices on the GPS navigation screen. Select the Sena SMH5-FM in the list of the devices detected on the GPS.
4. Enter 0000 for the PIN.

5. The GPS confirms that pairing has completed and the SMH5-FM is ready to use. You will hear a voice prompt from the SMH5-FM saying **“Your headset is paired”**.
6. If the pairing process is not completed within three minutes, the SMH5-FM will return to stand-by mode.

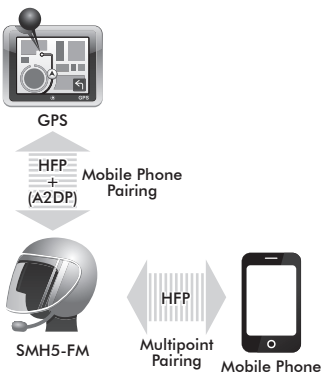
The pairing diagram for multipoint GPS pairing is shown in the figure below.



Multipoint GPS Pairing

6.3.2 GPS Pairing as Mobile Phone

If GPS is not only used for turn-by-turn voice instructions but also is your preferred Bluetooth stereo music source, you can pair the GPS to the SMH5-FM by following the simple procedures in “6.1 Mobile Phone Pairing”. When you do this, the SMH5-FM thinks the GPS is a mobile phone. But the SMH5-FM can directly pair an additional mobile phone.



GPS Pairing as Mobile Phone

Note:
You have to use a motorcycle specific GPS which transmits turn-by-turn voice instruction to the headset by Bluetooth. Most automotive GPS systems don’t have this feature.

7. PAIRING WITH SELECTIVE PROFILE: A2DP STEREO OR HANDSFREE

If you have a MP3 stereo music phone such as a smartphone, sometimes you may need to selectively use the SMH5-FM for A2DP stereo music only or for mobile phone handsfree only. This instruction is for advanced users who want to pair the SMH5-FM to their smartphones only with one selective profile: A2DP for stereo music or HFP for phone call.

If you have previously paired a mobile phone to the SMH5-FM, you must clear the previous paring list on both devices; the mobile phone and SMH5-FM. To clear the pairing list on SMH5-FM, please do a factory reset described on the page 29.To clear the pairing list on the mobile phone, please refer to the mobile phone manual. For most smartphones, delete the Sena SMH5-FM from the list of Bluetooth devices in setting menu.

7.1 A2DP Stereo Music Only

1. Turn on the headset and press the Phone Button for 5 seconds until the LED flashes red and blue alternately and you hear multiple beeps.
2. Within 2 seconds, tap the Jog Dial again, then the LED turns to red flashing and the beeps turn to double mid-tone beeps. You will hear a voice prompt saying **“Media selective pairing”**.
3. Search for Bluetooth devices on your smartphone. Select the Sena SMH5-FM in the list of devices detected on your phone.
4. Enter 0000 for the PIN. Some smartphones may not ask for PIN.

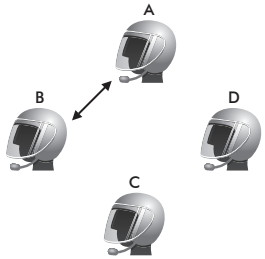
7.2 HFP for Phone Call Only

1. Turn on the headset and press the Phone Button for 5 seconds until the LED flashes red and blue alternately and you hear multiple beeps.
2. Within 2 seconds, tap the Phone Button again, then the LED turns to blue flashing and the beeps turn to multiple mid-tone beeps. You will hear a voice prompt saying **“Phone selective pairing”**.
3. Search for Bluetooth devices on your smartphone. Select the Sena SMH5-FM in the list of devices detected on your phone.
4. Enter 0000 for the PIN. Some smartphones may not ask for PIN.

8. PAIRING WITH OTHER SMH5-FM HEADSETS FOR INTERCOM CONVERSATION

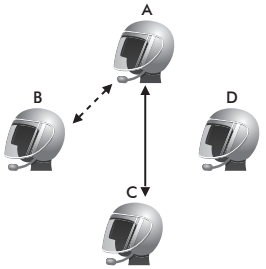
The SMH5-FM can be paired with up to three other headsets for Bluetooth Intercom conversation.

1. Turn on the two SMH5-FM headsets (A and B) that you would like to pair with each other.
2. Press and hold the Jog Dial of the headset A and B for 5 seconds until red LEDs of the both units start to flash rapidly. You will hear a voice prompt saying **"Intercom pairing"**.
3. Simply tap the Jog Dial of any one of the two headsets A or B (It doesn't matter that you choose A or B) and wait until the LEDs of both headsets turn to blue and intercom connection is automatically established. The two SMH5-FM headsets A and B are paired with each other for intercom conversation. If the pairing process is not completed within one minute, the SMH5-FM will return to stand-by mode.

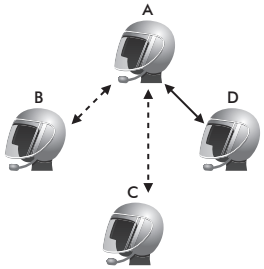


Pairing A & B

4. You can make other pairings between the headset A and C, and between the headset A and D by following the same procedure as above.



Pairing A & C



Pairing A & D

5. The intercom pairing queue is ***'Last-Come, First-Served'***. If a headset has multiple paired headsets for intercom conversations, the last paired headset is set as ***first intercom friend***. The previous Intercom friend becomes ***second intercom friend***, and ***third intercom friend***.

Note:
*For example, after the pairing procedures listed above, headset D is the **first intercom friend** of headset A. Headset C is the **second intercom friend** of headset A, and headset B is the **third intercom friend** of headset A.*

9. PAIRING WITH OTHER SENA HEADSET MODELS FOR INTERCOM CONVERSATION

The SMH5-FM can be paired with all other Sena headset models such as the SMH10 and the SPH10 for intercom conversation. Please follow the same procedure as above to pair with these headset models.

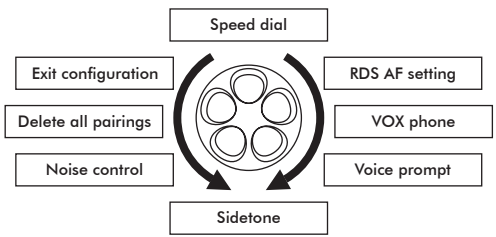
10. SMH5-FM CONFIGURATION SETTING

You can set the configuration of the SMH5-FM by the voice menu instruction as below.

1. To enter into voice configuration menu, press and hold the Jog Dial for 12 seconds until the LED shows solid blue and you hear high tone double beeps. You will also hear a voice prompt saying **"Configuration menu"**.
2. Rotate the Jog Dial clockwise or counter-clockwise to navigate between the menus. You will hear voice prompts for each menu items as below.
3. You can enable the feature or execute the command by tapping the Phone Button, or disable the feature by tapping the Jog Dial.
4. If any button is not pressed within 10 seconds, the SMH5-FM will exit the configuration and goes back to stand-by mode.
5. If you want to exit the configuration immediately, rotate the Jog Dial until you hear a voice prompt saying **"Exit configuration"**, and tap the Phone Button.

The voice prompt for each menu item is as below:

(1) Speed dial
(2) RDS AF setting
(3) VOX phone
(4) Voice prompt
(5) Sidetone
(6) Noise control
(7) Delete all pairings
(8) Exit configuration



10.1 Assigning Speed Dial

Voice Prompt	**"Speed dial"**
Factory Default	N/A
Execute	Tap the Phone Button

1. To assign a phone number as a speed dial, rotate the Jog Dial until you hear a voice prompt saying **"Speed dial"**.

2. Tap the Phone Button, and you will hear a voice prompt saying **"Speed dial one"** and **"Phone connected"**.
3. Rotate the Jog Dial to select one of three speed dial numbers and you hear a voice prompt saying **"Speed dial (#)"**.
4. Call a phone number you want to assign and you will hear a voice prompt saying **"Save speed dial (#)"**. The phone number is automatically assigned to the selected speed dial number. Then the phone call will hang up before being connected.
5. To exit the menu, rotate the Jog Dial clockwise or counter clockwise until you hear a voice prompt saying **"Cancel"**, and tap the Phone Button to confirm. You will then hear a voice prompt saying **"Cancel"**. If any button is not pressed within 1 minute, the SMH5-FM will exit the configuration menu and go back to stand-by mode.

Note:

1. *After assigning a phone number to one of three speed dials, you can continually assign another phone number to the rest of two speed dials.*
2. *You can assign phone numbers to speed dials in your PC. Please visit the Sena Bluetooth web site at www.sena.com for more information.*

10.2 Enabling/Disabling RDS AF

RDS AF allows a receiver to re-tune to a different frequency providing the same station has an additional frequency. In RDS AF, the receiver will "re-tune" to the second frequency location when the first signal becomes too weak. With RDS AF enabled on the receiver, a radio station with more than one frequency can be used. Tap the Phone Button to enable the RDS AF.

Voice Prompt	**"RDS AF setting"**
Factory Default	Disable
Enable	Tap the Phone Button
Disable	Tap the Jog Dial

Note:
RDS feature may be available when radio channel station provides equivalent service.

10.3 Enabling/Disabling Voice Activated Phone Answering

Voice Prompt	**"VOX phone"**
Factory Default	Enable
Enable	Tap the Phone Button
Disable	Tap the Jog Dial

If this feature is enabled, you can answer incoming calls by simply saying a word loudly enough. For example, when you hear a series of beeps for an incoming call, you can answer the phone by saying **"Hello"** or any other word loudly. This is enabled from the factory but you can disable this. If this mode is disabled, you have to tap the Jog Dial or the Phone Button to answer an incoming call.

10.4 Enabling/Disabling Voice Prompts

Voice Prompt	**"Voice prompt"**
Factory Default	Enable
Enable	Tap the Phone Button
Disable	Tap the Jog Dial

You can disable voice prompts by configuration setting, but the following voice prompts are always on.

- Voice prompts for configuration setting menu
- Voice prompts for battery level indicator
- Voice prompts for factory reset

10.5 Enabling/Disabling Sidetone

Voice Prompt	**"Sidetone"**
Factory Default	Disable
Enable	Tap the Phone Button
Disable	Tap the Jog Dial

Sidetone is the sound of your own voice as picked up by your headset's microphone and reproduced in your own ear, by your own speaker. It helps you to naturally speak at the correct level according to varying helmet noise conditions. If this feature is enabled, you can hear what you are speaking during an intercom conversation or a phone call.

10.6 Enabling/Disabling Advanced Noise Control™

Voice Prompt	**"Noise control"**
Factory Default	Disable
Enable	Tap the Phone Button
Disable	Tap the Jog Dial

When Advanced Noise Control is enabled, the background noise is

reduced during an intercom conversation. When it is disabled, the background noise is mixed with your voice during intercom.

Note:
If you use your SMH5-FM with the Bluetooth Audio Pack for GoPro or Prism, you can enable or disable this feature only during Normal Audio Recording Mode. This feature is automatically disabled while in Ultra HD (UHD) Audio Mode.

10.7 Delete all Bluetooth Pairing Information

Voice Prompt	**"Delete all pairings"**
Factory Default	N/A
Execute	Tap the Phone Button

To delete all Bluetooth pairing information of the SMH5-FM, rotate the Jog Dial until you hear a voice prompt saying **"Delete all pairings"**, and tap the Phone Button to confirm. Tapping the Jog Dial is not available for this setting.

10.8 Exit Voice Configuration Menu

Voice Prompt	**"Exit configuration"**
Factory Default	N/A
Execute	Tap the Phone Button

To exit voice configuration menu and get back to stand-by mode, rotate the Jog Dial until you hear a voice prompt saying **"Exit configuration"**, and tap the Phone Button to confirm. Tapping the Jog Dial is not available for this setting.

Rotate Jog Dial	Tap Phone Button	Tap Jog Dial
Speed Dial	Execute	N/A
RDS AF	Enable	Disable
VOX Phone	Enable	Disable
Voice Prompt	Enable	Disable
Sidetone	Enable	Disable
Advanced Noise Control	Enable	Disable
Delete All Pairings	Execute	N/A
Exit Configuration	Execute	N/A

Voice Configuration Menu & Button Operations

11. USING THE SMH5-FM

11.1 Volume Adjustment

You can easily adjust the volume by rotating the Jog Dial. You will hear a beep when the volume reaches maximum or minimum level. The volume is set and maintained independently at different levels for each audio source even when you turn off and on the headset. For example, once you set the volume for mobile phone handsfree, it will not change even if you adjust the volume when you hear Bluetooth MP3 music. So you can always maintain the preferred optimum volume level for each audio source.

11.2 Mobile Phone Call Making and Answering

1. When you have an incoming call, simply tap the Jog Dial or the Phone Button to answer the call.
2. You can also answer the incoming call by loudly speaking any word of your choice if Voice Activated Phone Answering is enabled (Refer to the next section for details).
3. To end a call, tap the Jog Dial or the Phone Button, or wait for the called person to end the call.
4. To reject a call, press the Jog Dial for 2 seconds until you hear a beep while the phone is ringing.
5. To transfer a call between the mobile phone and the headset during the phone conversation, press the Phone Button for 2 seconds until you hear a beep.
6. There are several ways to make a phone call:
   - Enter numbers on your mobile phone keypad and make a call. Then the call is automatically transferred to the headset.
   - For some older mobile phones which do not automatically transfer calls to the headset, press the Phone Button after entering phone numbers on the mobile phone keypad.
   - Tap the Phone Button in stand-by mode to activate the voice dialing of your mobile phone. For this, the voice dialing feature must be available on the mobile phone. Refer to your mobile phone manual for further instruction.

Note:

1. If you are using multipoint mobile phone connection and you have an incoming call from the second phone during the call of the first phone, then you may still receive the call from second phone. In this case, the call from the first phone is on waiting mode. If you end a call, then it will automatically guide you to the first phone call.

2. If you are using multipoint connection of mobile phone and GPS, you may not listen to the GPS voice instruction during the phone call.

11.3 Speed Dialing

You can quickly make a phone call by using the voice speed dial menu.

1. To enter into the voice speed dial menu, double tap the Phone Button and you will hear a mid-tone single beep and a voice prompt saying **"Speed dial"**.
2. Rotate the Jog Dial clockwise or counter-clockwise to navigate between the menus. You will hear voice prompts for each menu item.
3. Tap the Phone Button or the Jog Dial to select a voice menu among the followings:

   (1) Last number redial
   (2) Speed dial 1
   (3) Speed dial 2
   (4) Speed dial 3
   (5) Cancel

4. After selecting the last number redial menu, you will hear a voice prompt saying **"Last number redial"**. Then, to redial the last phone call number, tap the Phone Button or the Jog Dial.
5. To call one of the speed dials, rotate the Jog Dial clockwise or counter-clockwise to navigate between the menus until you hear a voice prompt saying **"Speed dial (#)"**. Then, tap the Phone Button or the Jog Dial.
6. If you want to exit the speed dial immediately, rotate the Jog Dial until you hear a voice prompt saying **"Cancel"**, and tap the Phone Button or the Jog Dial. If any button is not pressed within 15 seconds, the SMH5-FM will exit the voice speed dial menu and goes back to stand-by mode.

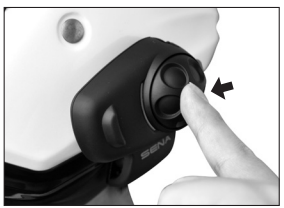
Note:
Make sure that you connect the mobile phone and the headset in order to use the speed dial function.

Answer	Tap Phone Button or Tap Jog Dial or Say **"Hello"**
End	Tap Phone Button or Tap Jog Dial
Reject	Press Jog Dial for 2"
Transfer	Press Phone Button for 2"
Call	Use phone keypad
Speed Dial	Double tap Phone Button
Voice Command	Tap Phone Button

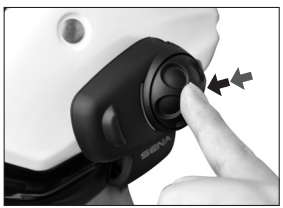
Mobile Phone Call Button Operations

11.4 Intercom Conversation

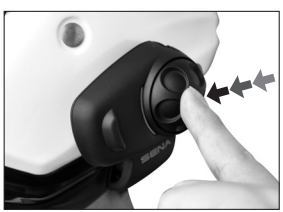
1. You can start an intercom conversation with any of intercom friends by tapping the Jog Dial: single tapping to intercom with the **first intercom friend,** double tapping with the **second intercom friend,** and triple tapping with the **third intercom friend.**



1st Intercom Friend

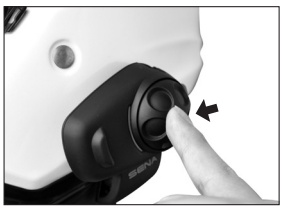


2nd Intercom Friend



3rd Intercom Friend

2. To terminate an intercom conversation, single tap the Jog Dial. Any intercom connection with any intercom friend will be terminated by a single tapping. A double or triple tapping will do nothing in this case.



Terminate

11.5 Intercom and Mobile Phone Call

1. When you have an incoming mobile phone call during an intercom conversation, you will hear a ring tone. You can choose whether to 1) answer the mobile phone call and stop the intercom conversation, or 2) reject the phone call and stay on the intercom conversation.
   a. To answer the phone call and stop the intercom conversation, tap the Jog Dial or the Phone Button. When you hang up the phone call, the intercom will automatically be recovered.
   b. To reject the phone call and stay on the intercom conversation, press the Jog Dial for 2 seconds until you hear a beep.

Unlike other motorcycle Bluetooth headsets, this prevents a user from being dropped out of an intercom conversation by an incoming mobile call.

2. When you have an incoming intercom call during a mobile phone call, you will hear 4 high tone beeps, alerting you that there is an incoming intercom call. You will also hear a voice prompt saying **"Intercom requested"**. In this case, the intercom call does not override the mobile phone call because intercom has lower priority than mobile call. You have to hang up the mobile phone call to make or receive an intercom call.

11.6 Intercom Failure

When you try to start an intercom conversation with an intercom friend who is already having an intercom conversation with another intercom friend or a mobile phone call with another person, you will hear a low tone double beep signifying a busy signal. You will also hear a voice prompt saying **"Intercom failed, try again later"**. In this case, you have to try again later. On the other hand, the intercom friend will hear 4 high tone beeps alerting them that there is an incoming intercom call.

11.7 Intercom Reconnection

If your intercom friend goes out of range while having an intercom conversation, you may hear static noise and eventually the intercom will be disconnected. In this case, the SMH5-FM automatically tries to reconnect the intercom every 8 seconds. You will hear high tone double beeps until the intercom is reestablished. If you don't want to make a reconnection, tap the Jog Dial to stop the attempt.

11.8 FM Radio

You can answer the incoming call and intercom while still listening to the FM radio.

11.8.1 FM Radio On / Off

To turn on the FM radio, press and hold the Phone Button for 2 seconds until you hear a mid-tone double beep sound. You will then hear a voice prompt saying **"FM on"**. In order to turn off the FM radio, press and hold the Phone Button for 2 seconds until you hear a voice prompt saying **"FM off"**. When you power off, the SMH5-FM will remember the last station frequency. When you power on, the last station frequency will be playing.

11.8.2 Preset Stations

You can listen to preset stations while listening to the FM radio. Tap the phone button once to go upward to your next saved preset station.

11.8.3 Seek and Save

"Seek" is the function that searches from station to station frequencies. To use the "Seek" function, please follow the procedure below:

1. Rotate while pressing the Jog Dial clockwise to search up the station dial or counter clockwise to search down the station dial.
2. If the tuner finds a station while searching frequencies, it stops the seek function.
3. To save the current station, press and hold the Jog Dial for 2 seconds until you hear a voice prompt saying **"Preset (#)?"**.
4. Rotate the Jog Dial clockwise or counter clockwise, in order to select which preset number you want for that specific station, up to 10 preset stations. You may cancel the preset operation by waiting approximately 10 seconds. You will then hear "Save preset cancelled". You can also rotate the Jog Dial clockwise or counter clockwise until you hear **"Cancel"**. Tap the Jog Dial to confirm cancellation. You will then hear **"Save preset cancelled"**.
5. To save the current station, tap the Jog Dial again. You will then hear a voice prompt saying **"Save preset (#)"**.
6. To delete the saved station in the preset number, tap the Phone Button. You will then hear a voice prompt saying **"Delete preset (#)"**.

Note:
You can save FM stations to presets before using FM radio. Connect SMH5-FM to your PC and open the Sena Device Manager. It allows you to save FM station frequencies up to 10 presets on the SMH5-FM setting menu.

11.8.4 Scan and Save

"Scan" is the function that searches from the current station frequency upward for stations in a whole range of FM frequencies. To use the scan function, please follow the procedures below:

1. Double tap the Phone Button. Then the current station frequency moves upward to find other station frequencies.
2. If the tuner finds a station, it stays at the station frequency for 8 seconds, then scanning to the next station frequency.
3. Scan function stops when you double tap the Phone Button again.
4. To save a station while scanning frequencies, tap the Phone Button when at that station. You will hear a voice prompt from the SMH5-FM saying **"Save preset (#)"**. The station will be saved as the next preset number.
5. All stations preset during "Scan", will overwrite previously set stations.
6. To stop scan function, double tap the Phone Button.

11.8.5 Temporary Preset

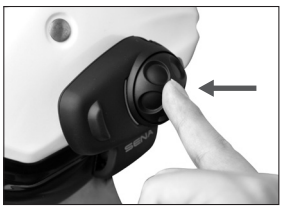
With the temporary preset function, you may temporarily preset stations automatically without changing the existing preset stations. Tap the Phone Button three times which will automatically scan for 10 temporary preset stations. The temporary preset stations will be cleared when the system is powered off.

11.9 Stereo Music

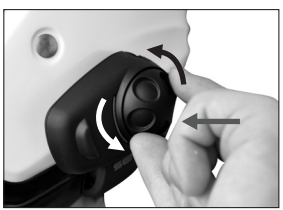
You can listen to stereo music by Bluetooth wireless stereo. The Bluetooth audio device must be paired with the SMH5-FM by following the Bluetooth Stereo Device Pairing instructions described in the 6.2 chapter. The SMH5-FM supports the Audio/Video Remote Control Profile (AVRCP), so if your Bluetooth audio device also supports the AVRCP, you can use the SMH5-FM to remotely control music playback. So, you not only can adjust the volume but also use the functions such as play, pause, next track and previous track.

- To adjust the volume, rotate the Jog Dial.

- To play or pause music, press and hold the Jog Dial for 1 second until you hear a double beep.



- To track forward or track back, rotate while pressing the Jog Dial clockwise or counter clockwise.



11.10 Function Priority

The SMH5-FM operates in the following order of priority:

(Highest) Mobile Phone,
Intercom,
Music sharing by Bluetooth stereo music,
FM Radio,
(Lowest) Bluetooth Stereo Music

A lower priority function is always interrupted by a higher priority function. For example, stereo music is interrupted by intercom call, and intercom conversation is interrupted by incoming mobile phone call.

11.11 Music Sharing

You can start sharing music with an intercom friend using Bluetooth stereo music during a two-way intercom conversation. When you terminate music sharing, you can go back to the intercom conversation. To start or terminate sharing music, press and hold the Jog Dial for 1 second during an intercom conversation until you hear a double beep and you and your intercom friend will listen to or terminate sharing music. To track forward or track back, rotate while pressing down the Jog Dial clockwise or counter clockwise.

Note:

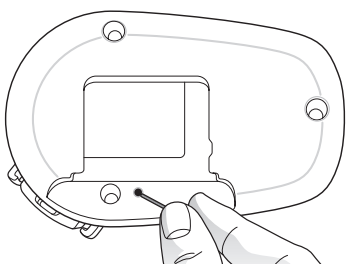
1. *Both you and your intercom friend can remotely control music playback during music sharing such as track forward and track back.*
2. *When you have an incoming call, make a phone call, or hear the turn-by-turn voice instruction of GPS during music sharing, the function will be paused.*
3. *In order to share music, make sure that you update both headsets with the firmware that has the music sharing feature, and enable the EDR setting in the Sena Device Manager.*

11.12 Reset to Factory Default Settings

1. To restore the SMH5-FM to factory default settings, press and hold the Phone Button for 12 seconds until the LED shows solid red and you hear high tone double beeps. You will also hear a voice prompt saying **“Factory reset”**.
2. Within 5 seconds, press the Jog Dial to confirm reset. The headset will be restored to factory setting and switched off automatically. You will hear a voice prompt saying **“Headset reset, good-bye”**.
3. If you don’t press the Jog Dial within 5 seconds, the reset attempt is canceled and the headset returns to stand-by mode. You will hear a voice prompt saying, **“Canceled”**.

11.13 Fault Reset

When the SMH5-FM is not working properly or is in faulty status for any reason, you may reset by pushing the pin-hole reset button at the back of the headset main unit. Insert a paper clip into the reset pin-hole and press the reset button for a second with light pressure. The SMH5-FM will be switched off after which time, you have to turn the system back on and try again. However, this will not restore the headset to factory default settings.



12. UNIVERSAL INTERCOM

You can have an intercom conversation with non-Sena Bluetooth headsets using the Universal Intercom function. Non-Sena Bluetooth headsets can be connected to the Sena Bluetooth headset if they support the Bluetooth Hands-Free Profile (HFP). The working distance may differ depending on the performance of Bluetooth headset that it is connected to. In general, it is shorter than normal intercom distance since it uses the Bluetooth Hands-Free Profile.

12.1 Universal Intercom Pairing

The SMH5-FM can be paired with non-Sena Bluetooth headsets for Bluetooth intercom conversation. You can pair the SMH5-FM with only one non-Sena Bluetooth headset; if you pair with a different non-Sena Bluetooth headset, the previous pairing list will be removed.

1. Turn on the SMH5-FM and a non-Sena Bluetooth headset which you want to pair with.
2. Press and hold the Jog Dial on the SMH5-FM for 8 seconds until the blue LED flashes rapidly. You will hear a voice prompt saying **“Universal intercom pairing”**.
3. Perform the operation required for handsfree pairing on the non-Sena Bluetooth headset (refer to the users’ manual of the headsets you want to use). The SMH5-FM will automatically perform pairing with non-Sena Bluetooth headsets in pairing mode.

12.2 Two-way Universal Intercom

You can initiate the Universal Intercom connection with non-Sena Bluetooth headsets using the same intercom connection method as you would between other Sena headsets. You may single tap the Jog Dial to begin an intercom conversation with the first intercom friend, double tap with the second intercom friend, and triple tap with the third intercom friend.

Non-Sena Bluetooth headsets may initiate the Universal Intercom connection, activating the voice dialing or using the redialing operation. You may also disconnect the existing connection by ending a call operation function (refer to the users’ manual of the headsets for voice dialing, redialing, and ending a call).

13. FIRMWARE UPGRADE

The SMH5-FM supports firmware upgrade function. Please visit Sena Bluetooth web site at **www.sena.com** to check the latest software downloads.

14. OPERATION QUICK REFERENCE

Type	Operation	Button	Duration	LED	Beep
Basic Function	Power-on	Phone Button + Jog Dial	1 sec	Solid blue	Ascending beeps
	Power-off	Phone Button + Jog Dial	Tapping	Solid red	Descending beeps
	Volume adjustment	Jog Dial	Rotating	—	—
Mobile Phone	Answer & end mobile phone call	Phone Button / Jog Dial	Tapping	—	—
	Reject incoming mobile phone call while the phone is ringing	Jog Dial	2 sec	—	—
	Call transfer while on the phone	Phone Button	2 sec	—	High tone beep
	Voice dialing	Phone Button	Tapping	—	—
	Speed dial	Phone Button	Double tapping	—	—
Intercom	Start & end intercom conversation	Jog Dial	Tapping	—	—

Type	Operation	Button	Duration	LED	Beep
Music	Play & pause music	Jog Dial	1 sec	—	Mid-tone double beeps
	Track-forward & track-back	Jog Dial	Rotating while pressing	—	—
Bluetooth Pairing	Phone pairing	Phone Button	5 sec	Blue & red alternatively flashing	Mid-tone single beep & High tone triple beeps
	Multipoint pairing	Jog Dial	5 sec	Red flashing	Multiple beeps
		Phone Button	Tapping	Blue flashing	High tone double beeps
	Intercom pairing	Jog Dial	5 sec	Red flashing	Mid-tone single beep & double-tone beeps
		Jog Dial of any one of the two headsets			
	Universal intercom pairing	Jog Dial	8 sec	Blue flashing	—
FM Radio	FM radio on	Phone Button	2 sec	—	Mid-tone double beeps
	FM radio off (FM mode)	Phone Button	2 sec	—	Mid-tone double beeps
	Select preset (FM mode)	Phone Button	Tapping	—	Mid-tone single beep

Type	Operation	Button	Duration	LED	Beep
FM Radio	Save or delete preset (FM mode)	Jog Dial	3 sec	—	High tone double beeps
		Rotating the Jog Dial to select preset number from 1 to 10 or cancel			
		Tapping the Jog Dial to confirm the saving or the Phone Button to delete the saved station of the selected preset number			
	Seek stations (FM mode)	Jog Dial	Rotating while pressing	—	High tone triple beeps
	Scan up FM band (FM mode)	Phone Button	Double tapping	—	—
	Stop scanning (FM mode)	Phone Button	Double tapping	—	High tone double beeps
	Save preset while scanning (FM mode)	Phone Button	Tapping	—	High tone double beeps
	Temporary preset (FM mode)	Phone Button	Triple tapping	—	—
	RDS AF Setting	Jog Dial	12 sec	Solid blue	High tone double beeps
		Rotate the Jog Dial until you hear a voice prompt saying **"RDS AF Setting"**			
		Phone Button to enable, Jog Dial to disable			
Reset	Factory reset	Phone Button	12 sec	Solid red	High tone double beeps
		Jog Dial within 5 sec to confirm reset			
	Fault reset	Reset Button	Pressing	—	—

CERTIFICATION AND SAFETY APPROVALS

FCC Compliance Statement

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and

(2) This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment on and off, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antennae
- Increase the separation between the equipment and the receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC RF Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instructions for satisfying RF exposure compliance. The antenna used for this transmitter must not transmit simultaneously with any other antenna or transmitter, except in accordance with FCC multi-transmitter product procedures.

FCC Caution

Any changes or modifications to the equipment not expressly approved by the party responsible for compliance could void user's authority to operate the equipment.

CE Declaration of Conformity

This product is CE marked according to the provisions of the R&TTE Directive (99/5/EC). Hereby, Sena declares that this product is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. For further information, please consult **www.sena.com**. Please note that this product uses radio frequency bands not harmonized within EU. Within the EU this product is intended to be used in Austria, Belgium, Denmark, Finland, France, Germany, Greece, Ireland, Italy, Luxembourg, The Netherlands, Portugal, Spain, Sweden, United Kingdom and within EFTA in Iceland, Norway and Switzerland.

Industry Canada Statement

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:
(1) This device may not cause interference.
(2) This device must accept any interference, including interference that may cause undesired operation of the device.

Bluetooth License

The Bluetooth® word mark and logos are owned by the Bluetooth SIG, Inc. and any use of such marks by Sena is under license. Other trademarks and trade names are those of their respective owners.
The product is compliant with and adopts the Bluetooth® Specification 3.0 and has successfully passed all interoperability tests that are specified in the Bluetooth® specification. However, interoperability between the device and other Bluetooth®-enabled products is not guaranteed.

WEEE (Waste Electrical and Electronic Equipment)

The crossed-out wheel bin symbol on the product, literature, or packaging reminds you that all electrical and electronic products, batteries, and accumulators must be taken to separate collection at the end of their working life. This requirement applies to the European Union and other locations where separate collection systems are available. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please do not dispose of these products as unsorted municipal waste, but hand it in at an official collection point for recycling.

SAFETY INFORMATION

Please ensure that the product is properly used by observing the warnings and cautions below to prevent any risk and/or damage to property.

Product Storage and Management

- Keep the product free of dust. It may damage mechanical and electronic parts of the product.
- Do not store the product in high temperatures as this may reduce the life span of electronic devices, damage the battery, and/or melt plastic parts of the product.
- Do not store the product in cold temperatures. Abrupt changes in temperatures may cause condensation and damage electronic circuits.
- Do not clean the product with cleaning solvents, toxic chemicals, or strong detergents as this may damage the product.
- Do not paint the product. Paint may obstruct moving parts or interfere with the normal operation of the product.
- Do not drop or otherwise shock the product. It may damage the product or its internal electronic circuits.
- Do not disassemble, repair or modify the product as this may damage the product and invalidate the product warranty.

Product Use

- In some regions, it is prohibited by law to ride motorcycles or bicycles while wearing headsets. Therefore be certain to comply with all relevant laws in the region before using the product.
- Use of the product at a high volume for a long period of time may damage your eardrums or hearing ability. Keep the volume at a modest level.
- Do not cause impact to the product or touch it with sharp tools as this may damage the product.
- Do not use the product in high-temperatures or apply heat to the product as this may cause damage, explosion, or fire.
- Keep product away from pets or small children. It may damage the product or cause accidents.
- Do not use the product near a microwave oven or a wireless LAN device as this may cause malfunction or interference with the product.
- In any place where wireless communication is prohibited, such as hospitals or airplanes, turn off the power and refrain from using the product. In a place where wireless communication is prohibited, electromagnetic waves may cause hazards or accidents.
- Do not use the product near hazardous explosives. When there are near any explosion hazards, turn off the power and heed any regulations, instructions, and signs in the area.

- When using the product, drive at a low speed (slower than 35km/h) for safety. In addition, be certain to conform to laws regarding the use of communications devices while driving.
- Do not put the product where it may hamper the driver's vision or manipulate it while driving. This may cause traffic accidents.
- Before driving, fasten the product to the helmet, and double-check that it is fastened. Separation of the product while driving may cause damage to the product or accidents.
- If the product is damaged, stop using it immediately. It may cause damage, explosion, or fire.

Battery

This product has an irreplaceable rechargeable battery inside. Therefore, when using the product, make sure to adhere to the following:

- Never separate the battery from the product as this may damage the product.
- The battery performance may be reduced over time with usage.
- In recharging the battery, make sure to use an approved charger provided by the manufacturer. Use of a non-approved charger may cause fire, explosion, leakage, and other hazards may also reduce the life time or performance of the battery.
- Store the battery at temperatures of 15°C~25°C (59°F~77°F). Higher or lower temperatures may reduce the capacity and life of the battery, or may cause temporary non-operation. Do not use the product in sub-zero temperature, because it may cause serious reduction of the battery performance.
- If you apply heat to the battery or throw it into fire, it may explode.
- Do not use the product with a damaged battery. It may explode and/or cause accidents.
- Never use a damaged charger. It may explode and/or cause accidents.
- Battery life may vary depending on conditions, environmental factors, functions of the product in use, and devices used with it.

PRODUCT WARRANTY AND DISCLAIMER

Limited Warranty

Limited Warranty

Sena Technologies, Inc. ("Sena") guarantees the product quality based on the technical specification stated in the product manual, and data regarding product warranty. Here, product warranty extends to the product only. Sena will not be liable for any loss, damage of human life, or loss of property which may result from using the product beyond defective parts or flaws that occur due to problems in manufacture.

Warranty Period

Sena guarantees free-of-charge replacements of defective parts of the product or flaws that may have occurred due to problems in manufacture for a period of 2 years from the date of initial purchase.

Termination

Quality warranty of the product becomes effective on the date of initial purchase. In addition, the quality warranty of the product expires when the warranty period expires. However, in the following cases, the warranty will be terminated prematurely.

- In the event the product has been sold or transferred to a third party.
- In the event the manufacturer's name, serial number, product label, or other markings have been modified or removed.
- In the event any unauthorized person has tried to disassemble, repair, or modify the product.

Notice and Waiver

By buying and using this product, you relinquish considerable legal rights including any claim for compensation for damages. Therefore, be certain to read and understand the following terms and conditions before using the product. Use of this product will constitute consent to this agreement, and forfeiture of rights to all claims. If you do not consent to all the terms and conditions of this agreement, return the product for a refund. (Refer to the section "Return for Full Refund".)

1. You agree that you, your descendants, legal proxies, successors, or transferees will not raise permanent volitional request for any suit, claim, implementation, redemption or similar action from Sena with regard to any occasion such as difficulty, pain, suffering, inconvenience, loss, injury, or death which may occur to you or a third party during the use of this product.
2. You must completely understand and accept all risks (including those occurring due to any careless behavior of yours or others) which may occur during the use of this product.
3. You are responsible for ensuring that your medical condition permits usage of the product and that you are in sufficient physical condition for using any device which can be used with it. In addition, you must ensure that the product does not limit your abilities and that you are able to use it safely.

4. You must be an adult who can take responsibilities for using the product.
5. You must read and understand the following warnings and alerts:
   - Sena; together with employees, managers, partners, subsidiaries, representatives, agents, supporting firms and suppliers, sole sellers of Sena (collectively referred to as "the company") recommend that, before using the product and similar devices of any brands including its derivative models, you collect any relevant information in advance and be entirely prepared in terms of weather, traffic situation, and road conditions.
   - When you use the product while you operating any vehicle or equipment such as motorcycles, scooters, mopeds, ATVs, or quad-bikes (hereinafter called as "transportation means"), you must take complete caution regardless of the location of such operation.
   - Use of the product on the road may cause such risks as fracture, serious disability, or death.
   - Risk factors, which may occur when you use the product, may be due to errors of the manufacturer, its agents, or third parties which are involved in the manufacturing.
   - Risk factors, which may occur when you use the product, may be unforeseeable. Therefore, you must take full responsibility for any damage or loss caused by all risk factors which may occur when using the product.
   - When you use the product, use good judgment; never use it under the influence of alcohol.
6. You must read and completely understand all terms and conditions of legal rights and warnings that are involved in using the product. In addition, usage of the product constitutes acceptance of all terms and conditions regarding waiver of rights.

Warranty Exclusions

Reasons for Limited Liabilities

If you do not return the product after purchasing it, you relinquish all rights to liabilities, loss, claims, and claims for reimbursement of expenses (including attorney's fees). Therefore, Sena will not be liable for physical injury, death, or any loss or damage of transportation means, possessions, or assets which belong to you or third parties that may have occurred while you use the product. Further, Sena will not be liable for any substantial damage not related to the, condition, environment, or malfunction of the product. All risks related with the operation of the product depend entirely on the user regardless of its use by the initial purchaser of a third party.

Use of this product may violate local or national laws. In addition, be aware once again that correct and safe use of the product is entirely your responsibility.

Limitation of Liability

TO THE FULL EXTENT ALLOWED BY LAW, SENA EXCLUDES FOR ITSELF AND ITS SUPPLIERS ANY LIABILITY, WHETHER BASED IN CONTRACT OR TORT (INCLUDING NEGLIGENCE), FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OF ANY KIND, OR FOR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR DATA, OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE, USE, PERFORMANCE, FAILURE, OR INTERRUPTION OF ITS PRODUCTS, EVEN IF SENA OR ITS AUTHORIZED RESELLER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND LIMITS ITS LIABILITY TO REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE PRICE PAID, AT SENA'S OPTION. THIS DISCLAIMER OF LIABILITY FOR DAMAGES WILL NOT BE AFFECTED IF ANY REMEDY PROVIDED HEREIN SHALL FAIL OF ITS ESSENTIAL PURPOSE. IN ANY CASE, THE TOTAL COMPENSATION LIABILITIES OF SENA OR ITS SALES AGENTS SHALL NOT EXCEED THE PRICE PAID FOR THE PRODUCT BY THE PURCHASER.

Liabilities Disclaimer

In addition to damages which may occur due to the use of the product, Sena will not be liable for damages of the product which occur due to the following events.

- In the event the product is misused or used for purposes other than its intended purposes.
- In the event the product is damaged because the user does not follow the content of the product manual.
- In the event the product is damaged because it has been left unattended or has undergone any other accident.
- In the event the product is damaged because the user has used any parts or software which are not provided by the manufacturer.
- In the event the product is damaged because the user has disassembled, repaired, or modified it in such way as is not explained in the product manual.
- In the event the product is damaged by a third party.
- In the event the product is damaged due to Acts of God (including fire, flood, earthquake, storm, hurricane or other natural disaster).
- In the event the surface of the product is damaged by use.

Warranty Service

To obtain product warranty service, send the defective product, at your expense, to the manufacturer or the seller along with proof of purchase (a receipt that shows the purchase date, a product registration certificate of the Website, and other relevant information). Take necessary measures to protect the product. In order to get a refund or replacement, you must include the whole package as it was purchased.

Free-of-charge Service

Sena will provide free-of-charge repair or replacement service for the product when product defects occur within the scope of the product warranty during the warranty period.

Return for Full Refund

Should you not agree to the terms and conditions explained above, you may return the product for a full refund. To get a refund, within 14 days from the purchase date you must return the product to the seller in such a condition as it was purchased.

Unless you return the product within 14 days from the purchase date, you will have read and agreed to all the terms and conditions explained above, and Sena will not be liable for any claim for damages related with the product.

RoHS
Compliant